

SCOTTISH WATER
WHOLESALE CHARGES SCHEME

for the Fiscal Year 2010-11

Effective from

1 April 2010

for the Supply of Water and Sewerage Services

Version 2

FOREWORD

This document is Scottish Water's Wholesale Charges Scheme for the Fiscal Year 2010-11, effective from 1 April 2010.

This Wholesale Charges Scheme has been approved by the Water Industry Commission for Scotland (The Commission) and will remain effective until amended or replaced by a subsequent Wholesale Charges Scheme approved by The Commission.

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1 **CONTACT INFORMATION**

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2 SCOTTISH WATER'S WHOLESALE CHARGES SCHEME

2.1 General

Scottish Water's Wholesale Charges Scheme for 2010-11 applies to water and sewerage (including Trade Effluent) services provided to Licensed Providers at Supply Points registered under the Market Code.

All previous Charges Schemes of Scottish Water in so far as they relate to the services specified herein are hereby revoked from the date hereof. To the extent that this Wholesale Charges Scheme is inconsistent with any agreement binding upon Scottish Water the charges specified in the agreement will prevail subject to any specific allocation of any wholesale/retail element of those charges in terms of this Wholesale Charges Scheme.

This Wholesale Charges Scheme has been approved by The Commission under Section 29A of the 2002 Act.

Definitions for terms within this Wholesale Charges Scheme are included in Appendix 1 attached. More detailed Trade Effluent terms are available on the Licensed Provider Portal of the Scottish Water website..

A water re-sale statement, required under Section 30 of the Water Scotland Act 1980 (as amended), is included in Appendix 2 attached, This details the maximum charges for services provided with help of Scottish Water and explains how Licensed Providers' customers should approach water re-sale with their end-user.

2.2 Application of the Wholesale Charges Scheme

This Wholesale Charges Scheme will be used for all wholesale charges for the supply of water and sewerage (including Trade Effluent) except Schedule 3 to the 2005 Act and Section 29E of the 2002 Act (details in 2.3 and 2.4 below).

Further provisions in relation to the application of this Wholesale Charges Scheme are provided within Clause 7 of each Wholesale Services Agreement.

2.3 Pre-existing agreements – Schedule 3 to the 2005 Act

Where there are existing agreements which set out charges which are outwith this Wholesale Charges Scheme described as "relevant agreements" in Schedule 3 to the Water Services etc (Scotland) Act 2005, the total charges (which shall remain payable to the Licensed Provider by its Customer) shall be deemed to be separated into a wholesale and a retail element. In order to calculate the wholesale charges payable by the Licensed Provider to Scottish Water for each Customer with such an agreement a reduction of 10.7% will be applied to the total charges due and payable by the Customer to the Licensed Provider on a case by case basis. The interim arrangements in respect of a 10.7% reduction will continue until the earlier of i) the date directed by Scottish Ministers pursuant to paragraph 2(3) of Schedule 3 to the Water Services etc (Scotland) Act 2005, or (ii) the date of the written notice given by The Commission pursuant to paragraph 2(3)(a) of that Schedule 3. Should the interim arrangements come to an end during the period in which this Wholesale Charges Scheme is in force,, wholesale bills for the period for services supplied from 1 April 2010 will be reviewed and reconciliations made in relation to differences between the interim and determined wholesale charges.

For Supply Points where the relevant agreement ends during the period in which this Wholesale Charges Scheme is in force (i.e. between 1 April 2010 and 31 March 2011), the Schedule 3 charges will continue to apply through to 31 March 2011. In 2011/12 charges will be based on 67% of the Schedule 3 tariffs, adjusted for inflation, and 33% on the relevant published charges scheme tariffs. In 2012/13 charges will be calculated as 33% of the Schedule 3 charge, adjusted for inflation, and 67% of the relevant published charges scheme rates. From April 2013 full published rates will apply.

For Supply Points where the relevant agreement ends between 1 April 2011 and 31 March 2012, the Schedule 3 charges will continue to apply through to 31 March 2012. In 2012/13 charges will be based on 33% of the Schedule 3 tariffs, adjusted for inflation, and 67% on the relevant published charges scheme tariffs. From April 2013 full published rates will apply.

For Supply Points where the relevant agreement ends between 1 April 2012 and 31 March 2013, the Schedule 3 charges will continue to apply through to 31 March 2013. From April 2013 full published rates will apply.

For Supply Points where the relevant agreement ends after March 2013 the Schedule 3 charges will continue to apply for the remainder of the Fiscal year in which the Schedule 3 expires. Full published rates will apply from the start of the Fiscal Year after the Schedule 3 expires,

For Supply Points where the relevant agreement ends on the last day of the Fiscal Year (31 March) the Schedule 3 charges do not continue, i.e. they do not extend into the next Fiscal Year, and phased or full charges apply as described above. For example, a Supply Point where the relevant agreement ends on the 31 March 2011, Schedule 3 charges do not continue into 2011/12. The 2011/12 charges, as described above, will be based on 67% of the Schedule 3 tariffs, adjusted for inflation, and 33% on the relevant published charges scheme tariffs. In 2012/13 charges will be calculated as 33% of the Schedule 3 charge, adjusted for inflation, and 67% of the relevant published charges scheme rates. From April 2013 full published rates will apply.

2.4 Departure from this Wholesale Charges Scheme – Section 29E of the 2002 Act

Provisions with respect to applications for departure from this Wholesale Charges Scheme in accordance with Section 29E of the 2002 Act are provided within Clause 7 of each Wholesale Services Agreement.

3 TERMS OF PAYMENT

3.1 General Provisions

General provisions relating to this Wholesale Charges Scheme are set out within this Section. Further provisions regarding terms of payment are provided within Clause 8 of each Wholesale Services Agreement.

Notwithstanding the payment terms set out in the Wholesale Services Agreement, Licensed Providers should be aware that failure to adhere to the said conditions may result in the Wholesale Services Agreement being revoked.

3.1.1 Persons Chargeable

Each Licensed Provider will be charged for the supply of water and sewerage (including Trade Effluent) services to Supply Points registered to it. Wholesale Charges, apportioned on a calendar day basis, will apply to Supply Points / Discharge Points, including those where services have been temporarily disconnected, other than where the Supply Points / Discharge Points are classified as vacant under the Market Code. New Supply Points / Discharge Points allocated under the gap site procedure will be charged from the date the Supply Point / Discharge Point became occupied.

3.1.2 Interest Rates

The interest rates that will apply in relation to payment of charges will be as specified in the Wholesale Services Agreement agreed between Scottish Water and the Licensed Provider.

3.1.3 Charges related to Rateable Value

Rateable Value will be the basis for levying Property and Roads Drainage Charges. It will also be used for Water and Foul Sewerage Charges in relation to Supply Points affected by Scottish Water's compulsory meter installation programme, see section 3.1.4 for further information.

Premises built or last modified prior to 31/03/2000 will be charged using the Rateable Value assigned to the premises at 31/03/2000 by the LCRA. Scottish Water will accept revisions to the 31/03/2000 Rateable Value to reflect any successful appeals that are upheld by the LCRA against the 31/03/2000 Rateable Value. Rateable Values that are revised under appeal will only be used in the calculation of future charges from the date that the appeal is upheld and will not entitle Licensed Providers to any refunds of water or sewerage charges.

Premises built or last modified between 01/04/2000 and 31/03/2005 will be charged using the Rateable Value assigned to the premises at 31/03/2005 by the LCRA. Scottish Water will accept revisions to the 31/03/2005 Rateable Value to reflect any successful appeals that are upheld by the LCRA against the 31/03/2005 Rateable Value. Rateable Values that are revised under appeal will only be used in the calculation of future charges from the date that the appeal is upheld and will not entitle Licensed Providers to any refunds of water or sewerage charges.

Premises built or last modified between 01/04/2005 and 31/03/2010 will be charged using the Rateable Value assigned to the premises at 31/03/2010 by the LCRA. Scottish Water will accept revisions to the 31/03/2010 Rateable Value to reflect any successful appeals that are upheld by the LCRA against the 31/03/2010 Rateable Value. Rateable Values that are revised under appeal will only be used in the calculation of future charges from the date that

the appeal is upheld and will not entitle Licensed Providers to any refunds of water or sewerage charges.

Premises built or last modified since 01/04/2010 will be charged using the Rateable Value most recently assigned to the premises by the LCRA including revisions to reflect any successful appeals that are upheld by the LCRA against the Rateable Value. Changes to the Rateable Value initially assigned by the LCRA to reflect modifications or appeals will be used for future charges. Revisions to Rateable Value as the result of an appeal, upheld by the LCRA, will entitle Licensed Providers to rebates of water and sewerage charges, effective from the beginning of the Fiscal Year in which the appeal is upheld by the LCRA.

The rules detailed above will apply to new Supply Points brought into charge for the first time through the gap site process, subject to the relevant Rateable Value being available. Should the relevant Rateable Value not be available the Rateable Value currently assigned by the LCRA will be used.

Where the Rateable Value has been assigned to a Supply Point other than by the LCRA (commonly referred to as Cumulo Rateable Value and generally relating to facilities operated by utilities), the assigned value will be used as the basis for charging Rateable Value based charges, unless modified in agreement with Scottish Water. Where there is a Cumulo Rateable Value pertaining to a specific utility organisation, this should not be allocated to one Supply Point but should be allocated to all the relevant Supply Points to which it relates. Where this cannot be done, then an alternative means of identifying the Supply Points relevant to a Cumulo Valuation is required. Premises holding Supply Points built after March 2010 will use the Rateable Value allocated from that date.

3.1.4 Charges in respect of Supply Points affected by Scottish Water's meter installation programme

Scottish Water has undertaken a programme of installing meters at all unmeasured non-household Supply Points. In 2010-11, Supply Points affected by the meter installation programme will continue to be assigned an assessed volume and assessed meter size by Scottish Water. Charges in respect of these Supply Points will be based on measured tariffs applied as described below. Any allowances are as agreed by Scottish Water and are subject to review.

For Supply Points metered under the metering programme, wholesale charges in 2010/11 will be based on a combination of the assessed meter size and the assessed volume and the actual Tariff Meter Size and volume recorded on the water meter (or volume discharged to the sewer) in the following proportions:

- 33% of the charge applied to the assessed meter size and volume and
- 67% of the charge applied to the actual Tariff Meter Size and volume recorded on the meter (or volume discharged to the sewer).

The assessed volume will be calculated using the following formulae:

Assessed water volume (m³ per year) = ((0.0373 x Rateable Value) -24)

Assessed sewerage volume (m³ per year) = 95% x ((0.0373 x Rateable Value) -24)

Supply Points with Rateable Value below £RV650 will be assigned 0 volume by Scottish Water.

Assessed meter sizes, based on assessed consumption, will be allocated to Supply Points on the following basis.

Rateable Value		Assessed Meter size
up to & including	£RV70,000	20mm
Above £RV70,000 up to & including	£RV170,000	25mm
Above £RV170,000 up to & including	£RV280,000	40mm
Above £RV 280,000 up to & including	£RV1,675,000	50mm
More than £RV 1,675,000		80mm

Scottish Water will install meters at new Supply Points allocated under the gap site procedure where feasible.

Full metered charges will apply to these Supply Points without phasing as described above.

When an un-metered Supply Point which has been vacant is subsequently re-occupied Scottish Water will, where possible, install a meter. Where the installation is possible the Supply Point will be subject to the phasing described above.

3.1.4.1 Supply Points which remain un-metered following Scottish Water's meter installation programme

For Supply Points due to be metered under the installation programme but where it is determined that a meter should not be fitted, charges will continue to be applied on the basis of an assessed meter size and assessed consumption and metered tariffs.

3.1.4.1.1 Re-assessments for Supply Points which remain un-metered following Scottish Water's meter installation programme

Where the Licensed Provider believes that the assessed meter size and/or assessed consumption at a Supply Point are not representative of the actual consumption requirements, they may request a re-assessment in accordance with the Operational Code. The Licensed Provider must supply appropriate documentation and evidence to allow Scottish Water to make such a re-assessment.

For a Supply Point with only domestic water use this will include (but is not limited to) details of staffing levels and facilities which use water, such as canteens. For a Supply Point with non-domestic water use Licensed Providers will be required to supply details of water using equipment in addition to details of any domestic use.

For new Supply Points allocated under the gap site procedure that prove to be situated where it is impractical or uneconomical to install a water meter, Licensed Providers will be required to submit/re-submit evidence of actual water use.

Wholesale charges for all re-assessed premises will be calculated using metered charges based on the following parameters:

- Water and Sewerage Meter Based Annual Charges based on an Assigned Meter size for a 20mm meter,
- Volumetric Water and Foul Sewerage Charges – the Assigned Volume will be derived from Scottish Water's re-assessed annual consumption at a premises and the consumption bands shown below; and
- Return to Sewer (where applicable) of 95%

	Range of Re-assessed Annual Consumption		Assigned Annual Water Volume	Assigned Annual Foul Sewerage Volume (95% Return)
	Range in m ³ per year			
	Low	High		
Group 1	0	19.99	10	9.5
Group 2	20	99.99	60	57
Group 3	100	299.99	200	190
Group 4	300	619.99	460	437
Group 5	620	939.99	780	741
Group 6	940	1,259.99	1,100	1,045
Group 7	>=1,260		1,420	1,349

Supply Points which have been re-assessed by Scottish Water in response to a re-assessment request by Licensed Providers, will **not** be subject to the phasing programme (percentages and timetable) that applies to premises metered under the installation programme.

Successful re-assessment requests received by Scottish Water from Licensed Providers will apply from the date the application is received by Scottish Water.

Following a period of vacancy, Licensed Providers will be required to re-submit evidence of actual water use.

Scottish Water may require Licensed Providers to provide water use information on request, to allow Scottish Water to continue to assess the appropriateness of the assessed parameters and the potential change in viability for metering.

3.1.5 Scottish Government Exemption Scheme

An exemption scheme with respect to Water and Sewerage Charges was developed by the Scottish Government and implemented by The Water and Sewerage Charge (Exemption) (Scotland) Regulations 2002. The exemption scheme has qualification requirements as stated in the regulations, and is therefore not available to all Supply Points. The scheme is restricted to Supply Points which received charitable relief on 31st March 1999. Supply Points occupied by qualifying organisations are exempt from Scottish Water's charges for Water and Sewerage Services from the beginning of the Fiscal Year all relevant information as stated in the regulations is received by Scottish Water until April 2015, provided they continue to satisfy the qualification requirements.

Supply Points which qualified for the exemption scheme on or after 31 March 2006 including Supply Points which, whilst always eligible, only claimed their exemption on or after 31 March 2006 will attract a credit from Scottish Water which will be set against the wholesale charges to the Licensed Provider while Supply Points continue to be eligible for the exemption. The Licensed Provider is responsible for providing evidence to Scottish Water, annually, of the continued entitlement to exemption for all qualifying Premises.

The credit will be applied monthly based on the number of exempt Supply Points reported at the previous annual submission.

The annual Supply Points charge is applied in relation to the services provided by the Licensed Provider. The charges for each service supplied by the Licensed Provider are:

Licensed Provider supplies the Water Service	£15.23
Licensed Provider supplies the Sewerage Service	£14.73
Licensed Provider supplies both Water and Sewerage Services	£29.96

3.1.6 Supply Points with Multiple Tenants

Refer to section 5.15 of the Market Code.

3.1.7 Water and Sewerage Services Utilised for Fire Fighting Purposes

3.1.7.1 Meter Based Annual Charges

Where the Supply Point requires additional water and sewerage capacity solely for existing fire fighting purposes, and the Supply Point concerned was constructed prior to 1 April 2003, Scottish Water will make allowance for the fire fighting capacity as set out in this section 3.1.7.1.

Supply Points constructed after 1 April 2003 will not be given any such allowance, as the provision of water supply for fire fighting purposes should have been constructed from a point in the supply prior to the meter, i.e., a separate supply source.

Where Supply Points have been given such an allowance, Water Meter Based Annual Charges and Capacity Volume thresholds will be based on an assessed water meter size. The assessed water meter size will be based on the size of the water meter which would be required for “normal” domestic use, i.e., the water demand other than for fire fighting purposes supplied to the Supply Points. Foul Sewerage Meter Based Annual Charges will also be derived from the assessed water meter size and the charges in this Wholesale Charges Scheme will apply in the same way as they are applied to all other Supply Points.

For details of Scottish Water’s policy on Water and Sewerage Services utilised for fire fighting purposes please refer to Scottish Water’s “Fire Tariff Agreement and Fire Fighting Allowance Policy” in force from time to time and set out on the Licensed Provider Portal of Scottish Water’s website.

3.1.7.2 Volumetric Charges

No volumetric charges will be applied to the proportion of Water and Sewerage Services supplied to Supply Points which are utilised for fire fighting, testing of fire fighting apparatus or equipment for fire fighting training purposes.

Where the Licensed Provider considers that Water and Sewerage Services supplied to a Supply Point have been utilised for the purposes outlined above, it must apply for an allowance to Scottish Water, with the supporting evidence required in accordance with Process 26 of the Operational Code. Any reduction in the charged volume applied by Scottish Water will be based on the previous consumption profile at the Supply Point, where available.

No allowances will be applicable unless an application for an allowance has been made to Scottish Water.

All such allowances applied will be subject to review and agreement by Scottish Water.

3.1.7.3 Charges Applied to Fire Stations

Where the Supply Point is a fire station, Water Meter Based Annual Charges will be based on an assessed water meter size. The assessed water meter size will be based on the size of the water meter which would be required for “normal” domestic use, i.e., the water demand other than for fire fighting (as well as training and apparatus testing) purposes supplied to the Supply Point. Foul Sewerage Meter Based Annual Charges will also be derived from the assessed water meter size.

3.1.8 Value Added Tax

Charges are stated exclusive of VAT.

VAT will be chargeable in line with the Wholesale Services Agreement i.e., the charge applying from time to time.

4 PRIMARY CHARGES FOR WATER

4.1 Water Charges at currently unmeasured Supply Points affected by the current meter installation programme and those already metered under the programme

Scottish Water has undertaken a programme of installing meters at all unmeasured non-household Supply Points. In 2010-11, Supply Points affected by the meter installation programme will continue to be assigned an assessed volume and assessed meter size by Scottish Water. Charges in respect of these Supply Points will be based on measured tariffs applied as described below. Any allowances are as agreed by Scottish Water and are subject to review.

For Supply Points metered under the metering programme, wholesale charges in 2010-11 will be based on a combination of the assessed meter size and assessed volume and the actual Tariff Meter Size and volume recorded on the water meter in the following proportions:

33% of the charge applied to the assessed meter size and volume and
67% of the charge applied to the actual Tariff Meter Size and volume recorded on the meter.

The assessed volume will be calculated using the following formula:

Assessed water volume (m³ per year) = ((0.0373 x Rateable Value) -24)

Supply Points with Rateable Value below £RV650 will be assigned 0 volume by Scottish Water.

Assessed meter sizes, based on assessed consumption, will be allocated to Supply Points on the following basis.

Rateable Value		Assessed Meter size
up to & including	£RV70,000	20mm
Above £RV70,000 up to & including	£RV170,000	25mm
Above £RV170,000 up to & including	£RV280,000	40mm
Above £RV 280,000 up to & including	£RV1,675,000	50mm
More than £RV 1,675,000		80mm

Scottish Water will install meters at new Supply Points allocated under the gap site procedure.

Full metered charges will apply to these Supply Points without phasing as described above.

When an un-metered Supply Points which has been vacant is subsequently re-occupied Scottish Water will, where possible, install a meter. Where the installation is possible the Supply Point will be subject to the phasing described above.

4.1.1 Supply Points which remain un-metered following Scottish Water's meter installation programme

For Supply Points due to be metered under the installation programme but where it is determined that a meter should not be fitted, charges will continue to be applied on the basis of an assessed meter size and assessed consumption and metered tariffs.

4.1.1.1 Re-assessments for Supply Points which remain un-metered following Scottish Water’s meter installation programme

Where the Licensed Provider believes that the assessed meter size and/or assessed consumption at a Supply Point are not representative of the actual consumption requirements, they may request a re-assessment in accordance with the Operational Code. The Licensed Provider must supply appropriate documentation and evidence to allow Scottish Water to make such a re-assessment.

For a Supply Point with only domestic water use this will include (but is not limited to) details of staffing levels and facilities which use water, such as canteens. For a Supply Point with non-domestic water use Licensed Providers will be required to supply details of water using equipment in addition to details of any domestic use.

For new Supply Points allocated under the gap site procedure that prove to be situated where it is impractical or uneconomical to install a water meter, Licensed Providers will be required to submit/re-submit evidence of actual water use,

Wholesale charges for all re-assessed premises will be calculated using metered charges based on the following parameters:

- Water and Sewerage Meter Based Annual Charges based on an Assigned Meter size for a 20mm meter,
- Volumetric Water and Foul Sewerage Charges – the Assigned Volume will be derived from Scottish Water’s re-assessed annual consumption at a premises and the consumption bands shown below; and
- Return to Sewer (where applicable) of 95%

	Range of Re-assessed Annual Consumption		Assigned Annual Water Volume	Assigned Annual Foul Sewerage Volume (95% Return)
	Range in m ³ per year			
	Low	High		
Group 1	0	19.99	10	9.5
Group 2	20	99.99	60	57
Group 3	100	299.99	200	190
Group 4	300	619.99	460	437
Group 5	620	939.99	780	741
Group 6	940	1,259.99	1,100	1,045
Group 7	>=1,260		1,420	1,349

Supply Points which have been reassessed by Scottish Water in response to a re-assessment request by Licensed Providers, will **not** be subject to the phasing programme (percentages and timetable) that applies to premises metered under the installation programme.

Successful re-assessment requests received by Scottish Water from Licensed Providers will apply from the date the application is received by Scottish Water.

Following a period of vacancy, Licensed Providers will be required to re-submit evidence of actual water use,

Scottish Water may require Licensed Providers to provide water use and any Trade Effluent information on request, to allow Scottish Water to continue to assess the appropriateness of the assessed parameters and the potential change in viability for metering.

4.2 The Water Charge

Subject to the provisions of this Wholesale Charges Scheme, the Water Charge is applied to all Supply Points with a measured piped supply of water where the installation, type and size of the meter in question has been approved or accepted by Scottish Water. At Supply Points affected by Scottish Water's compulsory meter installation programme, Water Charges will apply to assessed volumes and meter sizes described in 4.1.

Unless and until the installation, type and size of the meter in question is approved or accepted by Scottish Water, the water supply will be charged on assessed meter size and consumption.

Scottish Water will install meters at new Supply Points allocated under the gap site procedure and the Water Charge will apply. An assessment will be made of the charges to apply retrospectively.

The Water Charge has two components:

- a Meter Based Annual Charge; and
- a Volumetric Charge.

4.2.1 The Water Meter Based Annual Charge

The Water Meter Based Annual Charge is based on the size of the water meter on each water supply. Annual meter related charges are shown below and are applied on a daily basis (refer to 3.1.1).

If the exact size of the water meter existing at the Supply Point is not listed within this Wholesale Charges Scheme, the Meter Based Annual Charge applied for meters greater than 20mm will be that listed for the next size down with all relevant charges, including phasing premiums applied. For example, if the existing meter at the Supply Point is 43mm, then the Meter Based Annual Charge applied will be that for a 40mm meter. For unquoted meters less than 20mm the 20mm charges including phasing premiums that relate to volumetric charges apply.

The records to be held by the CMA for each measured connection will contain two entries reflecting the "Physical Meter Size" and the "Tariff Meter Size". Charges are based on the "Tariff Meter Size. Generally the "Physical Meter" and the "Tariff Meter" sizes are the same. However, there are circumstances in which the sizes will differ such as:

- Where the physical capacity of a water meter differs from the demand of the Supply Point and it has not been practical to change the meter, i.e., the "Tariff Meter Size" will reflect the demand of the Supply Points; and
- Where a metered connection provides a fire-fighting capability, the "Tariff Meter Size" will, (as opposed to the "Physical Meter Size") reflect the non-fire-fighting demand of the Supply Points (See Section 3.1.7.1 for further information).

Where two or more measured supplies feed the same Supply Points, the Meter Based Annual Charge will be made separately for each supply unless such arrangement has been required by Scottish Water for operational purposes in which case the Meter Based Annual

Charge will be determined on the basis of the size of metered connection that would have been provided if the operational constraints had not existed.

Supply Points with an electro-magnetic meter will have meter based annual charges based on the chargeable meter size that would be required to supply the demand of the Supply Point. The chargeable meter size will be based on the previous year's usage taking into account

- peak flows,
- the frequency of peak flows; and
- seasonal patterns

Scottish Water shall identify these flow rates by the use of data logging equipment and the Licensed Provider will be liable for any associated reasonable costs.

If the electromagnetic meter has been installed at the Licensed Provider's request they will be responsible for the associated costs of installing the logger.

The annual tariff review will not be applicable to those Supply Points which require reserved capacities or, where private supplies such as boreholes are normally in use to supplement the public supply but the maximum meter size is required in case of drought, faulty extraction apparatus etc. The chargeable meter size will be based on the physical size of the meter in these circumstances.

For further details of Scottish Water's policy on Electro-magnetic meters please refer to the Electromagnetic Meter Policy in force from time to time.

4.2.2 The Water Volumetric Charge

The Water Volumetric Charge is applied to all consumption recorded on the water meter(s) or the estimated consumption where the meter is discovered to have stopped recording, other than to the allowance given for water used for fire-fighting or fire training purposes (see Section 3.1.7.2 for further information)

Volumetric Charges feature three volume elements:

- **Allocated Tranche** – volume up to 20m³ on every meter size. No volume charges apply.
- **Standard Volumes** – all volumes beyond the Allocated Tranche (i.e. annual consumption above 20m³ at any meter). This charge element is a declining block tariff that is common across all meter sizes; and
- **Capacity Volume** – volumes beyond the Allocated Tranche (i.e. annual consumption above 20m³ at any meter), up to the Capacity Volume Threshold (unique for each meter size)., The Capacity Volume therefore overlaps with Standard Volumes.

For a Supply Point with a 25mm meter, a Capacity Volume Threshold of 500m³, recording 6,300m³ water use in the Fiscal Year the volume would be sub-divided as follows

Allocated Tranche	20m ³
Standard Volume	6,280m ³ (being 6,300m ³ minus 20m ³ Allocated Tranche)
Capacity Volume	480m ³ (being 500m ³ Capacity Volume Threshold minus 20m ³ Allocated Tranche)

The specific charge applicable is based on a stepped tariff, which is applied to the total annual water consumption at a Supply Point and is also dependent on whether that Supply Point was subject to a Large User Volume Agreement (LUVA) in 2006/07.

Where two or more measured supplies feed the same Supply Point, the Allocated Tranche and the Capacity Volumes for each meter will be aggregated and applied at a Supply Point level. The Standard Volume charges apply to the aggregated volume of the meters.

No volume charges apply if the volume of water used is less than 20m³. All volumetric thresholds (Allocated Tranche and Capacity Volume) are annual figures. These will be applied proportionally for Supply Points that are occupied for less than the full Fiscal Year.

The Standard Volume tariffs apply to all consumption recorded on the water meter(s), excluding the Allocated Tranche. Additionally the Capacity Volume Charge applies to the volume below the Capacity Volume Threshold (unique for each meter size).

For the 25mm metered Supply Point example described above, the following table shows the calculation of the Water Volume charge using the rates in 4.2.3.

Volumetric element	Volume	Rate	Charge
Allocated Tranche	20m ³	0p	£0.00
Standard Volume	6,280m ³	68.64p	£4,310.59
Capacity Volume	480m ³	50.46p	£242.21
Total			£4,552,80

4.2.3 The Scale of Charges

Meter Related Annual Capacity Charges - Water

	Meter Based Annual charge (£/meter)	¹ Capacity Volume Threshold (m ³)
20 mm	67	100
25 mm	130	500
40 mm	512	1,000
50 mm	925	2,500
80 mm	1,797	7,500
100 mm	1,949	25,000
150 mm	4,104	75,000
200 mm	30,780	100,000
250 mm	82,080	150,000
300 mm	101,575	300,000

Volumetric Charges (All rates in (p/m³))

Standard Volume Charges²	
Greater than 0 up to and including 20m ³ (Allocated Tranche)	0
Greater than 20m ³ up to and including 250,000m ³	68.64
Greater than 250,000m ³ up to and including 1,000,000m ³	57.96
Greater than 1,000,000m ³	35.57
Capacity Volume Charges³	
Capacity Volume Charge (applied to the Capacity Volume and is additional to the Standard Volume Charge)	50.46

¹ This represents the annual consumption recorded on the water meter where the Capacity Volume Charge will apply in addition to the Standard Volume Charge, i.e., volumes in excess of this threshold will only attract Standard Volume Charges whereas volumes below this threshold and above the Allocated Tranche will additionally attract Capacity Volume Charges.

² In 2010/11 phasing adjustments will apply to the Standard Volume Charges shown above (not to the Capacity Volume Charge) for Supply Points supplied under a LUVA agreement in 2006/07. The following adjustments will apply to the share of volume above 100MI measured at the Supply Point (sum of all measured consumption) in the Fiscal Year: 100 – 250MI -25%, 250MI – 1,000MI -22%, >1,000MI +18%. The phasing adjustments have increased (in total) since the last Charges Scheme to achieve a more cost reflective level of charge.

³ In 2010/11, in relation to water charges for measured connections supplied through water meters <=20mm and unmeasured Supply Points for which a <=20mm meter has been assigned through assessment or re-assessment, the capacity volume charge and the standard volume charge, applied to the volume between 20m³ and 100m³ only, will attract a phasing premium of +45.9%. The phasing premium has reduced since the last Charges Scheme to achieve a more cost reflective level of charge. The premium will not apply to connections at LUVA Supply Points.

4.3 **Field Troughs and Drinking Bowls**

Charges apply to unmeasured connections and apply per trough or drinking bowl irrespective of the field being in grass or crop. The Charge will apply for each trough or drinking bowl. A fixed element is built into each tariff and therefore the Water Meter Based Annual Charge, as described above, does not apply.

Field troughs and drinking bowls fall into two categories:

- farms (excluding Crofts and Registered Small Holdings); and
- Crofts and Registered Small Holdings.

4.3.1 **The Scale of the Charge**

The following charges apply:

Type of Supply Points	£ / annum
Farm	£120.54
Crofts & Registered Small Holdings	£78.56

The Licensed Provider will be required to provide evidence annually of the Supply Points being either a registered Croft under Crofting legislation or provide a Small Holding Registration Number granted by the Scottish Government (previously known as the Scottish Executive), before Crofts and Small Holdings charges will be applied.

4.4 **Outside Taps**

The Outside Taps Charge applies to all external taps at Supply Points (including farms) where Water Charges are not based on Rateable Value nor is the supply through a water meter. A fixed element is built into each tariff and therefore the Water Meter Based Annual Charge, as described above, does not apply.

Outside taps fall into two categories:

- farms (excluding Crofts and Registered Small Holdings) and other Supply Points; and
- Crofts and Registered Small Holdings.

4.4.1 **The Scale of the Charge**

The following charges apply:

Type of Supply Points	£ / annum
Farm & Other Supply Points	£120.54
Crofts & Registered Small Holdings	£78.56

The Licensed Provider will be required to provide evidence annually of the Supply Points being either a registered Croft under Crofting legislation or provide a Small Holding Registration Number granted by the Scottish Government (previously known as the Scottish Executive), before Crofts and Small Holdings charges will be applied.

5 PRIMARY CHARGES FOR SEWERAGE (Including Trade Effluent)

5.1 The Sewerage Service

5.1.1 In this Wholesale Charges Scheme Sewerage Charges relate to charges for Foul Sewerage Services and Surface Water Drainage Services

5.1.1.1 Trade Effluent Charges apply to Trade Effluent Services.

5.2 Sewerage Charge at currently unmeasured Supply Points affected by the current meter installation programme and those already metered under the programme

Scottish Water has undertaken a programme of installing meters at all unmeasured non-household Supply Points. In 2010-11, Supply Points affected by the meter installation programme will continue to be assigned an assessed volume and assessed meter size by Scottish Water. Charges in respect of these Supply Points will be based on measured tariffs applied as described below. Any allowances are as agreed by Scottish Water and are subject to review.

For Supply Points affected by the metering programme wholesale charges in 2010-11 will be based on a combination of the assessed meter size and assessed volume and the actual Tariff Meter Size and volume recorded on the water meter in the following proportions:

- 33% of the charge applied to the assessed meter size and volume; and
- 67% of the charge applied to the return to the actual Tariff Meter Size and the volume of waste discharged to the sewer.

The assessed volume will be calculated using the following formula:

Assessed sewerage volume (m³ per year) = 95% x ((0.0373 x Rateable Value) -24)

The assessed sewerage volume is calculated using a fixed return to sewer of 95%. Applications for a reduced return to sewer allowance can only be made at metered Supply Points.

Supply Points with Rateable Value below £RV650 will be assigned 0 volume by Scottish Water.

Assessed meter sizes, based on assessed consumption, will be allocated to Supply Points on the following basis.

Rateable Value		Assessed Meter size
up to & including	£RV70,000	20mm
Above £RV70,000 up to & including	£RV170,000	25mm
Above £RV170,000 up to & including	£RV280,000	40mm
Above £RV 280,000 up to & including	£RV1,675,000	50mm
More than £RV 1,675,000		80mm

Scottish Water will install meters at new Supply Points allocated under the gap site procedure.

Full metered charges will apply to these Supply Points without phasing.

When an un-metered Supply Points which has been vacant is subsequently re-occupied Scottish Water will, where possible, install a meter. Where the installation is possible the Supply Point will be subject to the phasing described above.

5.2.1 Supply Points which remain un-metered following Scottish Water’s meter installation programme

For Supply Points due to be metered under the installation programme but where it is determined that a meter should not be fitted, charges will continue to be applied on the basis of an assessed meter size and assessed consumption and metered tariffs.

5.2.1.1 Re-assessments for Supply Points which remain un-metered following Scottish Water’s meter installation programme

Where the Licensed Provider believes that the assessed meter size and/or assessed consumption at a Supply Point are not representative of the actual consumption requirements they may request a re-assessment in accordance with the Operational Code. The Licensed Provider must supply appropriate documentation and evidence to allow Scottish Water to make such a re-assessment.

For a Supply Point with only domestic water use this will include (but is not limited to) details of staffing levels and facilities which use water, such as canteens. For a Supply Point with non-domestic water use Licensed Providers will be required to supply details of water using equipment in addition to details of any domestic use.

For new Supply Points allocated under the gap site procedure that prove to be situated where it is impractical or uneconomical to install a water meter, Licensed Providers will be required to submit/re-submit evidence of actual water use,

Wholesale charges for all re-assessed premises will be calculated using metered charges based on the following parameters:

- Water and Sewerage Meter Based Annual Charges based on an Assigned Meter size for a 20mm meter,
- Volumetric Water and Foul Sewerage Charges – the Assigned Volume will be derived from Scottish Water’s re-assessed annual consumption at a premises and the consumption bands shown below; and
- Return to Sewer (where applicable) of 95%

	Range of Re-assessed Annual Consumption		Assigned Annual Water Volume	Assigned Annual Foul Sewerage Volume (95% Return)
	Range in m ³ per year			
	Low	High		
Group 1	0	19.99	10	9.5
Group 2	20	99.99	60	57
Group 3	100	299.99	200	190
Group 4	300	619.99	460	437
Group 5	620	939.99	780	741
Group 6	940	1,259.99	1,100	1,045
Group 7	>=1,260		1,420	1,349

Supply Points which have been re-assessed by Scottish Water in response to a re-assessment request by Licensed Providers, will **not** be subject to the phasing programme (percentages and timetable) that applies to premises metered under the installation programme.

Successful re-assessment requests received by Scottish Water from Licensed will apply from the date the application is received by Scottish Water.

Following a period of vacancy, Licensed Providers will be required to re-submit evidence of actual water use,

Scottish Water may require Licensed Providers to provide water use information on request, to allow Scottish Water to continue to assess the appropriateness of the assessed parameters and the potential change in viability for metering.

5.3 The Foul Sewerage Charge

Subject to the provisions of this Wholesale Charges Scheme the Sewerage Charge is applied to all Supply Points which:

- are drained to the Public Sewerage System, or have a drain connected, either directly or through an intermediate sewer or drain, to the Public Sewerage System provided for foul water or surface water or both; or
- are Supply Points having the benefit of facilities which drain to the Public Sewerage System or drain so connecting; or
- have a septic tank overflow that drains to the Public Sewerage System.

For connected new Supply Points allocated under the gap site procedure the Foul Sewerage Charge will apply and an assessment will be made of the charges to apply retrospectively.

The Sewerage Charge has four components:

- a Meter Based Annual Charge;
- a Volumetric Charge;
- a Rateable Value based Charge for Property Drainage; and
- a Rateable Value based Charge for Roads Drainage.

5.3.1 The Foul Sewerage Meter Based Annual Charge

The Foul Sewerage Meter Based Annual Charge is based on the size of the water meter on each water supply. Annual meter related charges (shown below) are applied on a daily basis (see 3.1.1). At Supply Points that have not yet been metered, Sewerage Meter Based Annual Charges will apply to assessed meter sizes as described in 5.2.

If the exact size of the water meter existing at the Supply Points is not listed within this Wholesale Charges Scheme, the Meter Based Annual Charge for meters greater than 20mm will be that listed for the next size down with all relevant charges applied. For example, if an existing meter at the Supply Point is 43mm, then the Meter Based Annual Charge applied will be that for a 40mm meter. For unquoted meters less than 20mm the 20mm charges apply

The records to be held by the CMA for each metered connection will contain two entries reflecting the “Physical Meter Size” and the “Tariff Meter Size”. Charges are based on the “Tariff Meter Size”. Generally the “Physical Meter” and the “Tariff Meter” sizes are the same. However, there are circumstances in which the sizes will differ such as:

- Where the physical capacity of a water meter differs from the demand of the Supply Points and it has not been practical to change the meter, i.e., the “Tariff Meter Size” will reflect the demand of the Supply Point;
- Where a metered connection provides a fire-fighting capability, the “Tariff Meter Size” will (as opposed to the “Physical Meter Size”); reflect the non-fire-fighting demand of the Supply Point (See Section 3.1.7.1 for further information);
- Where the Supply Point has a Trade Effluent discharge, the Foul Sewerage Meter Based Annual Charges are derived from the size of the water meter that is required to provide the non-industrial water use. In such cases, Scottish Water will determine the non-industrial water demand and assess the appropriate water meter size to determine the Sewerage Meter Based Annual Charge; and
- Where a low “return to sewer” has been assigned to the Supply Points, i.e. a smaller water meter would be required to provide the volume of water that is returned to the sewer.

The Foul Sewerage Meter Based Annual Charge will not apply where the return to sewer allowance (see section 5.3.2) is 0%. When a Supply Point has a return to sewer of 0% this will mean that the service is connected but all water coming in through the water meter is used in the industrial process. Scottish Water would generally expect these Supply Points to have a private septic tank, private outfall or Trade Effluent consent.

5.3.2 The Foul Sewerage Volumetric Charge

The Foul Sewerage Volumetric Charge is applied to 95% of all consumption recorded on the water meter, or the estimated consumption where the meter is discovered to have stopped recording. The volume component is not applied to water used for fire fighting or fire training purposes (See Section 3.1.7.2 for further information). At Supply Points that have not yet been measured, sewerage volumetric charges will apply to assessed volumes as described in 5.2.

Where the Licensed Provider can show to Scottish Water's satisfaction, that a figure less than 95% of the measured water volume supplied to the Supply Points is being returned to sewer on an average long term basis, a reduced volume percentage (a return to sewer allowance) representing that average long term return will be applied to the volumetric charge.

Where more than one meter supplies the Supply Points, a return to sewer allowance will only be applied to meters where it has been adequately demonstrated that less than 95% of the water supplied by that meter returns to sewer.

Return to sewer allowances will apply from the date on which the Licensed Provider has demonstrated to Scottish Water's satisfaction that such an allowance is justified.

All return to sewer allowances applied, are subject to review by Scottish Water. Such reviews will be undertaken through contact with the Licensed Provider. Where there is a change of occupier or a change of use at the Supply Points, the Chargeable Volume will revert to 95%.

When Licensed Providers become aware that an applied return to sewer allowance at a Supply Point, no longer accurately reflects the actual volume of water returning to sewer, they must inform Scottish Water forthwith and without delay.

Where a Supply Point qualifies for a return to sewer allowance, the reduced volume percentage applied will be taken into account when deciding on the appropriate meter size to be used when charging measured Foul Sewerage Meter Based Annual Charges. In such

cases, Scottish Water will assess the appropriate meter size to determine the Measured Fixed Sewerage Charge.

Volumetric Charges feature three elements:

- **Allocated Tranche** – volume up to 20m³ on every meter size. No volume charges apply.
- **Standard Volumes** – all volumes beyond the Allocated Tranche (i.e. annual consumption above 20m³ at any meter); and
- **Capacity Volume** – volumes up to the Capacity Volume Threshold, beyond the Allocated Tranche,

The consumption for a 25mm meter, with Capacity Volume Threshold of 250m³, recording 6,300m³ water use (amounting to 5,985m³ sewage) in the Fiscal Year would be sub-divided as follows

Allocated Tranche	20m ³
Standard volume	5,965m ³ (being 5,985m ³ minus 20m ³ Allocated Tranche)
Capacity Volume	230m ³ (being 250m ³ Capacity Volume Threshold minus 20m ³ Allocated Tranche)

No volume charges apply if the volume of sewage returned to the sewer is less than 20m³. All volumetric thresholds (Allocated Tranche and Capacity Volume) are annual figures. These will be applied proportionally for Supply Points that are occupied for less than the full Fiscal Year.

Where two or more measured supplies feed the same Supply Points, the Allocated Tranche and the Capacity Volumes for each meter will be aggregated and applied at a Supply Points level.

For the 25mm metered Supply Point example described above, the following table shows the calculation of the Foul Sewerage Volume charge using the rates in 5.3.5.

Volumetric element	Volume	Rate	Charge
Allocated Tranche	20m ³	0p	£0.00
Standard Volume	5,965m ³	112.18p	£6,691.54
Capacity Volume	230m ³	93.56p	£215.19
Total			£6,906.73

5.3.3 Property Drainage Charges

Where any rainwater drains to the Public Sewerage System from the Supply Points, then Property Drainage Charges will apply.

Area based Property Drainage Charges are only applicable to Supply Points that qualified for the Charge in 2005-06.

5.3.4 Roads Drainage Charges

Roads Drainage Charges are charged to all Supply Points that have a connection to the Public Sewerage System.

5.3.5 The Scale of Charges

The structure of Foul Sewerage Charge is similar to that used for water.

Meter Related Annual Capacity Charges– Foul Sewerage

	Meter Based Annual charge (£/meter)	* Premium Capacity Volume (m ³)
20 mm	70	50
25 mm	140	250
40 mm	553	500
50 mm	823	1,500
80 mm	2,230	3,000
100 mm	3,961	10,000
150 mm	12,690	20,000

*This represents the annual sewage volume (generally based on 95% of the metered water consumption) above which the Premium Capacity Volume Charge will cease to apply.

Volumetric Foul Sewerage Charge (all rates in p/m³)

0-20m ³ (Allocated Tranche)	0
Standard Volume Charge	112.18
Capacity Volume Charge	93.56

Property and Roads Drainage Charges

	Units	Rate
Property Drainage Charges	.p / £ Rateable Value / year	2.1706
Area based Property Drainage Charges	.p per m ²	31.5202
Roads Drainage Charges	.p / £ Rateable Value / year	1.3936

5.4 The Trade Effluent Charge

The Trade Effluent Charge is payable in respect of Trade Effluent Services at Supply Points issued with a permanent (as opposed to temporary) discharge consent. Trade Effluent has the meaning given in the appendix to this Wholesale Charges Scheme. In this section, references to foul sewage and sludge are to those received at Scottish Water's sewerage treatment plants. Charges for discharge points which are issued with a temporary consent will be as defined in Section 6.12.

For a Supply Point with a "Letter of Authorisation", Trade Effluent charges will not apply. Trade Effluent volumes will be included in the Foul Sewerage Volumetric Charge.

The Trade Effluent Charge is made up of two elements:

- the Availability Charge at a rate per calendar day; and
- the Operating Charge at a rate per cubic metre (m³).

Trade Effluent charging is subject to a minimum charge per annum. For each charging year it is the greater of:

- a minimum charge for the Fiscal Year of £148; or
- the sum of the elements (a) and (b) below.

(a) **The Availability Charge**

The Availability Charge is derived from the number of calendar days in the year for which the availability is provided, and is calculated according to the charging components for daily volume, suspended solids load and oxygen demand load, derived from the expression:

$$nD \times [CDV \times (Ra + Va) + (Ba \times sBODI) + (Sa \times TSSI)]$$

Where:

nD	=	Number of calendar days per annum of availability
Ra	=	Reception charging component in pence/m ³ per calendar day
Va	=	Volumetric/Primary charging component in pence/m ³ per calendar day
Ba	=	Biological Capacity charging component in pence/Kg per calendar day
Sa	=	Sludge Capacity charging component in pence/Kg per calendar day
CDV	=	Chargeable Daily Volume of the Trade Effluent in m ³
sBODI	=	Settled Biochemical Oxygen Demand load of the Trade Effluent
TSSI	=	Total Suspended Solids load of the Trade Effluent

(b) **The Operating Charge**

The Operating Charge is calculated according to the nature, composition and volume of the effluent discharged in the respective period at a rate per cubic metre (m³) derived from the expression:

$$AVD \times [Ro + Vo + Bo \times (Ot/Os) + So \times (St/Ss)]$$

Where:

AVD	=	Actual Volume Discharged in m ³
Ro	=	Reception charging component in pence/m ³

Vo	=	Volumetric/Primary charging component in pence/m ³
Bo	=	Secondary Treatment charging component in pence/m ³
So	=	Sludge Treatment charging component in pence/m ³
Ot*	=	the fixed strength (settled Chemical Oxygen Demand) of the Trade Effluent
Os	=	the standard strength of settled Chemical Oxygen Demand of the foul sewage
St*	=	the fixed strength (settleable solids) of the Trade Effluent
Ss	=	the standard strength of settleable solids in the foul sewage

*Ot and St are derived from analysis of samples of the Trade Effluent, or according to the assessed strength of the effluent or any standard strength of the relevant type of Trade Effluent. Ot is derived after one hour's quiescent settlement at a pH of 7. See section below on how Scottish Water uses the samples taken to calculate Ot and St.

Calculation of Fixed Strengths (Ot and St)

In the application of Mogden based trade effluent charges Ot and St are derived from the analytical results of the sampling activities of the previous year.

These sampling activities involve taking composite samples, grab samples or both. Composite samples are composed of a number of samples taken over a 24-hour period by automated sampling equipment. Grab samples are single samples taken manually during a sampling visit.

Analysis of 24 hour composite samples will generally be used in preference to analysis based on grab samples. If however there is a large number of grab samples across the year compared to composites then Scottish Water will use all the samples that are available. Scottish Water may use exclusively grab samples or exclusively composite samples or a combination of both to establish Ot and St representative of the average strength across the year.

In exceptional circumstances, Scottish Water may exclude, or if at the request of a Licensed Provider, agree to the exclusion of, data which is not typical of the effluent quality.

The analytical data used to establish Ot and St will be supplied to Licensed Providers prior to the start of the Fiscal Year in which these will be used for charging. Requests for modification of Ot and St proposed by Scottish Water should be made within 8 weeks of the data being supplied, if the modification is to apply from the start of the Fiscal Year. If Scottish Water agrees, requests by the Licensed Provider to modify Ot and St applying to a discharge will apply from the date the request is made.

For new discharges, or where limited or no sampling data is available, Scottish Water will apply Ot and St values based on the following:

- a) Average data from similar discharges
- b) samples taken over a different period but which can be shown to be representative
- c) 80% of the consented limit for settled Chemical Oxygen Demand (for Ot) and Suspended Solids (total) (for St)

Ot and St are generally fixed for the Fiscal Year. Where it becomes apparent that the Ot and St being used for charging are no longer representative of the average strength across the year then Scottish Water, in consultation with the Licensed Provider, may reassess the strengths from the date this becomes apparent.

5.4.1 Application of the Trade Effluent Charge

The following conditions will apply with regard to the application of the Trade Effluent Charge:

- Where preliminary treatment, biological oxidation or sludge treatment is not normally provided or is provided only in part for the Trade Effluent, the whole or due proportion of the respective charging component V, B or S is omitted as follows:

	PTI	SSI	BTI
Sub-primary	0	0	0
Primary	1	2/3 ^{rds}	0
Secondary	1	1	1

- Each of the charging components, and the due proportion under B and S, are ascertained by Scottish Water on an annual basis.

PTI Preliminary Treatment Indicator – applies to Va and Vo components within the Availability and Operating charges formulae

BTI Biological Treatment Indicator – applies to Ba and Bo components within the Availability and Operating charges formulae

SSI Sewage Sludge Indicator – applies to Sa and So components within the Availability and Operating charges formulae

The CMA will calculate charges based on the provision of secondary treatment, regardless of the level of treatment provided. In situations where secondary treatment is not provided, Scottish Water will calculate the secondary charge and the charge that should apply using the above factors, and notify the CMA of the appropriate discount. Scottish Water will use one cubic metre of effluent at the appropriate fixed strength, and a period of one day to calculate the operating and availability charges when determining the discount.

For an un-metered Supply Point with a Trade Effluent consent, Trade Effluent charges will not normally apply. Trade effluent volumes will be included in the Assessed Sewage Volume unless the Trade Effluent volume is made up wholly or in part from imported materials. Un-metered sites importing materials which create a discharge to sewer will be subject to Trade Effluent charges on volumes assessed from import records.

Sites using private water supplies in their Trade Effluent process are required to install a meter on the private supply in order that the volume of effluent discharged to sewer can be assessed and the appropriate charge applied.

Where the Annual Volume Discharged is established through the use of a sewerage meter and the rainwater which drains from the Supply Point is also recorded by the meter Scottish Water will reduce the volume recorded by a standard annual allowance. The standard annual allowance will be calculated using the area of the property from which the run-off to the sewer is recorded by the waste meter and the average rainfall for the local area.

5.4.2 Seasonal Discharges

A seasonal discharge is defined as one that occurs during regular defined periods of the year and is constrained by the natural and seasonal availability of raw products. In these circumstances, the volume, BOD and TSSI factors used in the calculation of the Availability Charge will be as shown below:

$$[(\text{Volume 1} \times \text{length of period 1}) + (\text{Volume 2} \times \text{length of period 2}) + (\text{Volume 3} \times \text{length of period 3}) + (\text{Volume 4} \times \text{length of period 4})]/12$$
$$[(\text{BOD 1} \times \text{length of period 1}) + (\text{BOD 2} \times \text{length of period 2}) + (\text{BOD 3} \times \text{length of period 3}) + (\text{BOD 4} \times \text{length of period 4})]/12$$
$$[(\text{TSSI 1} \times \text{length of period 1}) + (\text{TSSI 2} \times \text{length of period 2}) + (\text{TSSI 3} \times \text{length of period 3}) + (\text{TSSI 4} \times \text{length of period 4})]/12$$

A 20% premium will apply to the availability charge for registered seasonal dischargers.

The volume, the sBODI and the TSSI for each period and the duration of each period will be specified in the consent. There will be a maximum of 4 periods definable, with no period being shorter than one month, and a year will comprise 12 months i.e. all months are equal in length in this calculation.

The consent document will show the availability parameters applying in the individually consented periods but not the calculated availability parameters.

Where a Discharge Point with a seasonal discharge consent is either discontinued or terminated, the Licensed Provider will be charged the full value of the availability charges for the period the consent is in operation.

5.4.3 Effluent consented Supply Points metered under Scottish Water's metering programme.

Where a meter has been installed thereby making volumetric Trade Effluent charges applicable for the first time, full Trade Effluent charges will apply from April 2010, i.e. no phasing from unmetered to metered charges.

5.4.4 Recovery of Extra-ordinary Costs

Where it can be demonstrated that a discharge of Trade Effluent caused events which resulted in extra-ordinary costs to Scottish Water, i.e., costs not recovered through the Trade Effluent Charge to Licensed Providers, the occupier of the Discharge Point giving rise to the discharge, or the holder of the Trade Effluent consent, as appropriate, will be held liable for such costs and will be charged by Scottish Water.

Extra-ordinary costs may relate to physical damage to assets and costs arising from clean-up costs or additional sampling costs, as a result of a non-compliant discharge, or costs arising from effecting a discontinuation of Trade Effluent Services. Scottish Water may recover costs of pre-emptive measures taken to minimise the impact on Scottish Water's assets of anticipated breaches of discharge consent.

5.4.5 Trade Effluent capping

Historically, a number of customers benefited from arrangements made by Scottish Water that were designed to limit the impact of increasing Trade Effluent charges due to circumstances not of the customer's making. This resulted in many customers paying Trade

Effluent charges that were lower than Scottish Water's standard published charges. These arrangements are referred to in this charges scheme as "capped Trade Effluent arrangements". For these purposes, a customer for whom a "relevant agreement" (within the meaning of Schedule 3 to the Water Services etc. (Scotland) Act 2005) is in place is deemed not to be subject to a capped Trade Effluent arrangement.

All capped trade effluent arrangements finished on 31 March 2010 as specified by the policy published by the Commission in December 2006. .

Discontinuation or termination of the Trade Effluent Service

No discount relating to the removal of capping will be applied upon resumption of a Trade Effluent service at a discharge point where the service has previously either been discontinued or terminated.

The Scale of Charges

The Wholesale Trade Effluent Charges for Trade Effluent Services provided to Discharge Points are as follows:

AVAILABILITY		
Ra	p/m ³ /day	7.7793
Va	p/m ³ /day	5.1795
Ba	p/kg/day	19.7647
Sa	p/kg/day	16.9410

OPERATIONAL		
Ro	p/m ³ standard strength	12.5402
Vo	p/m ³ standard strength	8.3634
Bo	p/m ³ standard strength	11.1772
So	p/m ³ standard strength	6.8349

Standard Strengths		
Os	mg / litre	350
Ss	mg / litre	250

Minimum Charge	£148
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6 OTHER WHOLESALE SERVICES (NON-PRIMARY CHARGES)

6.1 Verification of service provision

6.1.1 If a Licensed Provider considers that a Supply Point is being charged for services that it does not receive or that the meter details held by the CMA for the site are not correct the Licensed Provider can request that Scottish Water investigate the services provided to the site. There is no charge for this work if the service details held by the CMA prove to be incorrect.

6.1.1.1 A standard charge will apply where Scottish Water's investigations confirm that the recorded services and/or meter details are correct or the service arrangements have been changed without notification to Scottish Water. The standard charge is based on a single person service, if additional resources are required Scottish Water will charge the Licensed Provider the Reasonable Costs Incurred of the actual work involved. Additional Charges will be applied if the visit is required to be made out-with Standard Hours.

6.1.2 The Scale of the Charge

Activity	Charge	Abortive Visit Charge
Visit during Standard Hours (Single Person Service) - services and/or meter details are as specified	£72.90 for the first hour on site plus £48.60 per hour thereafter	£60.80
Visit out-with Standard Hours – (Single Person Service) services and/or meter details are as specified	£97.50 for the first hour on site plus £64.90 per hour thereafter	£81.30
Visit requiring additional resources (irrespective of time) when services and/or meter details are as specified	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

6.2 Water Bylaws Inspection - Repeat Visit Charge

After an initial Water Bylaws Inspection where Scottish Water has found contraventions, a programme and timescale for remedial works will be agreed with the Customer. Scottish Water will charge the Licensed Provider if the programme and timescales are not adhered to resulting in the need for additional inspections. Additional Charges will be applied for repeat visits that require to be made out-with Standard Hours. If additional resources are required Scottish Water will charge the Licensed Provider the Reasonable Costs Incurred of the actual work involved.

6.2.1 The Scale of the Charge

Activity	Charge	Abortive Visit Charge
Repeat Inspection during Standard Hours	£72.90	£60.80
Repeat Inspection out-with Standard Hours	£97.50	£81.30
Inspection requiring additional resources (irrespective of time)	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

6.3 Water Supply Shut-off and Reconnection

6.3.1 Temporary Disconnection

Where a Licensed Provider requests a temporary disconnection from the water supply at occupied Supply Points, Scottish Water will charge the Licensed Provider:

- a Survey Charge to determine if a temporary disconnection is viable and to determine, where viable, the likely cost of both temporary disconnection and subsequent permanent disconnection as well as possible reconnection; and
- a standard charge where the standard disconnection process applies, as defined in the Disconnection Code and where no pipe-work alteration is required.

The level of charges for the Survey Charge and the charge for the temporary disconnection will depend on if the requested disconnection is under Appendix 3 of the Disconnections document (September 2007) which relates to License Providers requesting disconnections in relation to non-payment, denying access to a meter or failure to provide a refundable deposit by the Customer or under Appendix 4 which relates to requested disconnections being prompted by the non-household Customer

The level of charge for the Survey Charge will further depend on whether the survey is to be carried out during or out-with Standard Hours.

Meter Based Annual Charges will continue to apply for each period of temporary disconnection shut-off regardless of whether the disconnection was requested by the Licensed Provider or initiated by Scottish Water.

Where the non-standard disconnection process applies, as defined in the Disconnection Code, or where the Supply Point to be disconnected is on a shared supply or where pipe-work alteration is required Scottish Water will charge the Licensed Provider:

- a Survey Charge for determining if a temporary disconnection is viable and the likely cost of both temporary disconnection and subsequent permanent disconnection as well as possible reconnection. All costs incurred securing access to permit the survey to be undertaken (e.g. legal costs) may also be recovered; and
- a charge based on the Reasonable Costs Incurred of the actual work involved which may include the recovery of any costs incurred to secure access to allow the work to be undertaken (e.g. legal costs).

Where a survey reveals that a standard disconnection can be made at a Supply Point it is possible to carry the disconnection out immediately following the survey. If a Licensed Provider commits to paying standard disconnection fees in advance of a survey, Scottish Water offers a reduced charge that reflects the need only to visit a Supply Point once to undertake both the survey and standard disconnection. In these cases the Advanced Commitment Reduced Charge applies. Where a Licensed Provider commits to paying standard disconnection fees in advance of a survey and the survey reveals that the disconnection cannot be made immediately following the survey and this is not due to an error or omission on the part of Scottish Water, the Advanced Commitment Reduced Charge is not applicable and the Licensed Provider will be charged the appropriate disconnection charges in full. The Advance Commitment Reduced Charge does not apply where the property has been disconnected for non-payment.

6.3.2 Permanent Disconnection

Where the Licensed Provider requests a permanent disconnection on behalf of its customer, Scottish Water will charge the Licensed Provider:

- a Survey Charge to determine if a permanent disconnection is viable and produce a quotation for undertaking the permanent disconnection; and
- the quoted price if Scottish Water is instructed to complete the permanent disconnection

The level of charges for the Survey Charge and the disconnection will depend on whether or not the activity, be it the survey or the permanent disconnection, is required to be carried out during or out-with Standard Hours.

Permanent disconnection may also occur if a non-household customer is found to have illegally used water and/or sewerage services, or, if a temporary disconnection continues for a period in excess of three months.

6.3.2.1 Inspection Charges

An Inspection Charge will apply where Scottish Water is required to approve a permanent disconnection that has been carried out by a third party. The level of charges for the inspection will depend on whether or not the inspection is required to be carried out during or out-with Standard Hours.

6.3.3 Reconnection Charges

Scottish Water will apply charges where a Licensed Provider requests that the water supply at occupied Supply Points which was previously temporarily disconnected be reconnected. Standard charges will apply where no pipe-work alteration is required and where the standard disconnection process applied (as defined in the Disconnection Code) to the earlier disconnection.

Where the non-standard disconnection process applied (as defined in the Disconnection Code) to the earlier disconnection or where pipe-work alteration is required as part of the reconnection, Scottish Water will charge the Reasonable Costs Incurred.

6.3.4 Abortive Visit Charges

The Licensed Provider will pay Abortive Visit charges if Scottish Water is unable to complete a survey or any work in connection with temporary or permanent disconnections or reconnections, due to actions of the Licensed Provider or of the Customer.

6.3.5 The Scale of the Charge

The following charges apply:

Temporary Disconnection — Appendix 3 request (Licensed Provider initiated request for non-payment, denying access to a meter or failure to provide refundable deposit)

Survey Charge

Activity	Charge	Abortive Visit Charge
Survey during Standard Hours	£145.80 for the first hour on site plus £97.20 per hour thereafter	£121.60
Survey out-with Standard Hours	£195.00 for the first hour on site plus £129.90 per hour thereafter	£162.50
Survey requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Costs incurred to secure access to allow the survey to be undertaken (e.g. legal costs) may be recovered in addition to the above charges.

Charge for disconnection

Activity	Charge	Abortive Visit Charge
Standard disconnection during Standard Hours where no pipework modifications or excavation is required	£145.80	£121.60
Standard disconnection out-with Standard Hours where no pipework modifications or excavation is required	£195.00	£162.50
Non-standard disconnection	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Costs incurred to secure access to allow the survey to be undertaken (e.g. legal costs) may be recovered in addition to the above charges.

Temporary Disconnection -- Appendix 4 request (Proprietor initiated request)

Survey Charge

Activity	Charge	Abortive Visit Charge
Survey during Standard Hours	£72.90 for the first hour on site plus £48.60 per hour thereafter	£60.80
Survey out-with Standard Hours	£97.50 for the first hour on site plus £64.90 per hour thereafter	£81.30
Survey requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Charge for disconnection

Activity	Charge	Abortive Visit Charge
Standard disconnection during Standard Hours where no pipework modifications or excavation is required	£72.90	£60.80
Standard disconnection out-with Standard Hours where no pipework modifications or excavation is required	£97.50	£81.30
Advanced Commitment Reduced Charge. Standard disconnection during Standard Hours where no pipework modifications or excavation is required	Saving of £48.60	£60.80
Advanced Commitment Reduced Charge. Standard disconnection out-with Standard Hours where no pipework modifications or excavation is required	Saving of £64.90	£81.30
Non-standard disconnection	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Permanent Disconnection

Survey Charge

Activity	Charge	Abortive Visit Charge
Survey during Standard Hours	£72.90 for the first hour on site plus £48.60 per hour thereafter	£60.80
Survey out-with Standard Hours	£97.50 for the first hour on site plus £64.90 per hour thereafter	£81.30
Survey requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Charge for Permanent Disconnection

Activity	Charge	Abortive Visit Charge
Permanent disconnection during Standard Hours	Based on quotation	Based on 1 hour 15 minutes of reasonable resources
Permanent disconnection out-with Standard Hours	Based on quotation	Based on 1 hour 15 minutes of reasonable resources

Inspection Fee associated with permanent disconnections

Activity	Charge	Abortive Visit Charge
Inspection during Standard Hours	£72.90 for the first hour on site plus £48.60 per hour thereafter	£60.80
Inspection out-with Standard Hours	£97.50 for the first hour on site plus £64.90 per hour thereafter	£81.30
Inspection requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Reconnecting Supply Points previously disconnected on a temporary basis.

Charge for Reconnecting Supply Points (following temporary disconnection)

Activity	Charge	Abortive Visit Charge
Standard reconnection during Standard Hours where no pipework modifications or excavation is required	£72.90	£60.80
Standard reconnection out-with Standard Hours where no pipework modifications or excavation is required	£97.50	£81.30
Non-standard reconnection	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

6.4 Discontinuation and Re-establishment of Trade Effluent Service

Scottish Water will, when requested to do so by a Licensed Provider, visit the Supply Points of a Licensed Providers Customer to determine if a temporary discontinuation of the Trade Effluent service is viable and to determine where viable the likely cost of both the temporary and subsequent permanent discontinuation as well as the possible reconnection. A Survey Charge will apply in every case. Where it is determined that it is possible to discontinue the Trade Effluent Service by physical means the Licensed Provider will be charged the Reasonable Costs Incurred for undertaking this work.

If the discontinuation cannot be achieved by physical means, Scottish Water will take further steps to attempt to discontinue the service. Scottish Water will charge the Licensed Provider,

based on Reasonable Costs Incurred, for all work undertaken in relation to the requested discontinuation, even if this proves to be unsuccessful.

Scottish Water will apply charges where a Licensed Provider requests that the Trade Effluent Service at occupied Supply Points which was previously temporarily discontinued be re-established.

Abortive Visit charges will apply if Scottish Water is unable to complete work in connection with the discontinuation of a Trade Effluent Service due to actions of the Licensed Provider or of the Customer.

6.4.1 The Scale of the Charge

Survey to establish if Trade Effluent Service can be discontinued	Reasonable Costs Incurred
Discontinuation of Trade Effluent Service	Reasonable Costs Incurred
Re-establishment of Trade Effluent Service	Reasonable Costs Incurred
Abortive Visits	Reasonable Costs Incurred

6.5 Reported Supply Failure

If a Licensed Provider reports to Scottish Water that the supply of water and Sewerage Services has been interrupted and Scottish Water can demonstrate that the interruption is due to the action of the occupier of the Supply Points and that the Licensed Provider registered to the Supply Points had not taken reasonable steps to establish if this was the case, the Licensed Provider will be charged a standard charge. The standard charge is based on a single person service, if additional resources are required Scottish Water will charge the Licensed Provider the Reasonable Costs Incurred of the actual work involved. Additional Charges will be applied if the visit is required to be made out-with Standard Hours.

Abortive Visit charges will apply if Scottish Water is unable to complete work in connection with a reported supply failure due to actions of the Licensed Provider or of the Customer.

6.5.1 The Scale of the Charge

Activity	Charge	Abortive Visit Charge
Visit during Standard Hours (Single Person Service) – where Licensed Provider is liable	£72.90 for the first hour on site plus £48.60 per hour thereafter	£60.80
Visit out-with Standard Hours (Single Person Service) – where Licensed Provider is liable	£97.50 for the first hour on site plus £64.90 per hour thereafter	£81.30
Visit requiring additional resources where Licensed Provider is liable	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

6.6 Investigation of Reported Water Supply Pipe burst

For details of Scottish Water's policy on water supply pipe bursts please refer to the Wholesale Burst Allowance Policy, in force from time to time, available on the Licensed Provider Portal of the Scottish Water website.

If a Licensed Provider reports to Scottish Water a suspected burst water pipe which they believe is under Scottish Water's ownership and it is subsequently established by Scottish Water that the burst water pipe is on a pipe under the ownership of the occupier of the Supply Points registered to that Licensed Provider, the Licensed Provider will be charged a standard charge for establishing such ownership. The standard charge is based on a single person service, if additional resources are required Scottish Water will charge the Licensed Provider the Reasonable Costs Incurred of the actual work involved. Additional Charges will be applied under these circumstances if the visit is required to be made out-with Standard Hours.

Abortive Visit charges will apply if Scottish Water is unable to complete work in connection with the investigation of a reported water supply pipe burst due to actions of the Licensed Provider or of the Customer.

6.6.1 The Scale of the Charge

Activity	Charge	Abortive Visit Charge
Visit during Standard Hours (Single Person Service) – where Licensed Provider is liable	£72.90 for the first hour on site plus £48.60 per hour thereafter	£60.80
Visit out-with Standard Hours –(Single Person Service) where Licensed Provider is liable	£97.50 for the first hour on site plus £64.90 per hour thereafter	£81.30
Visit requiring additional resources where Licensed Provider is liable	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

6.7 Metering Services

6.7.1 Meter Installation

Scottish Water will meter unmeasured Supply Points out-with the compulsory metering programme during the period of which this Wholesale Charges Scheme is in effect:

- at no additional charge, where a Licensed Provider requests a meter to be installed at a previously unoccupied Supply Point, as and when that Supply Point becomes occupied; or
- at a Licensed Provider's request where the Licensed Provider has agreed to pay for the installation before the work has been carried out.

Where a Licensed Provider has agreed to pay for the installation Scottish Water will apply the following charges:

- a Survey Charge to determine if installation is viable and, where viable, the likely cost of installation; and
- standard charges, where the connection is standard i.e. access is unhindered and no pipe-work alteration is necessary

The level of Survey Charge and the level of standard charge will depend on whether or not the activity, be it the survey or the installation, is required to be carried out during or out-with Standard Hours.

Where the installation is non-standard Scottish Water will charge:

- a Survey Charge to determine whether the installation is viable and the likely cost of installation; and
- the Reasonable Costs Incurred of the actual work involved.

Where Scottish Water has installed a meter following a Licensed Provider's request, charges will be applied on a metered basis immediately following the installation. The Licensed Provider cannot have a meter removed after one has been fitted.

6.7.2 Changing of meter at the request of a Licensed Provider

If the Licensed Provider requests Scottish Water to change a water meter that serves a Supply Points with a Supply Point(s) registered to them, the Licensed Provider will be subject to the following charges:

- a Survey Charge to determine, if a meter exchange is appropriate, viable; and, where viable, the likely cost of the meter exchange; and
- the Reasonable Costs Incurred of the actual work involved .

The level of charges for the Survey Charge will depend on whether or not the survey is required to be carried out during or out-with Standard Hours.

Similar charges apply where a Licensed Provider requests an electro-magnetic meter to replace the existing mechanical meter at a Supply Point.

Existing electro-magnetic meters will not be physically exchanged in size unless the flow rate changes to an extent that it is judged, by Scottish Water, to be out with the recommended flow range and accuracy bands for the meter size.

Where a Licensed Provider requests an electro-magnetic meter to replace the existing mechanical meter at a Supply Point it will be required to meet all installation costs and the full purchase price of the electro-magnetic meter if the current meter is less than 10 years old and deemed to be in good working order by Scottish Water.

Where the existing mechanical meter is more than 10 years old and Scottish Water determines that it has reached the end of its working life the Licensed Provider will be charged the difference between that meter and the cost of a suitable mechanical meter which would otherwise have been installed. Any additional installation or maintenance costs will also be charged to the Licensed Provider at reasonable cost.

Where the current meter is more than 10 years old but Scottish Water considers that it is still operating to the accuracy requirements under the relevant legislation, the Licensed Provider will be liable for all installation costs and the full purchase price of the electro-magnetic meter.

For details of Scottish Water's policy on Electro-magnetic meters please refer to the Electromagnetic Meter Policy, in force from time to time, which can be found on the Wholesale Portal of the Scottish Water website. The installation and ongoing care of all electro-magnetic meters will be subject to the terms and conditions in Scottish Water's Revenue Meter Policy, Terms and Conditions of Supply and the Wholesale Services Agreement

6.7.3 Replacing a Faulty/Damaged Meter

Licensed Providers are responsible for the due care of a water meter existing on a Supply Point to which they are registered. Where a water meter is faulty/damaged and needs to be replaced, the Licensed Provider is subject to the following charges, if the fault/damage was caused by an act or omission of the Licensed Provider or its Customer:

a Survey Charge to determine if a meter is faulty/damaged, the cause of the fault/damage and the likely cost of the replacement; and
the Reasonable Costs Incurred of the actual work involved.

The level of Survey Charge that will apply where the fault/damage was caused by act or omission of Licensed Provider or its Customer will depend on whether or not the survey is required to be carried out during or out-with Standard Hours.

Scottish Water will notify the Licensed Provider in advance of the Reasonable Costs Incurred.

6.7.4 Meter Accuracy Test

If the Licensed Provider believes a water meter is not registering accurately, they must notify Scottish Water who will arrange to have it tested. Scottish Water will arrange for the meter to be tested and the test results will be confirmed to the Licensed Provider within 20 Business Days of Scottish Water removing the meter from the Supply Points, other than where there are exceptional circumstances beyond Scottish Water's reasonable control such as road or street works.

6.7.4.1 Meter Reading Accurately

Where the "tested" meter is found to be accurate to within 5% of the actual volume passing through it, the Licensed Provider will be charged:

- a Survey Charge to establish the work required in carrying out the test. A Survey Charge will apply in every case; and
- the Reasonable Costs Incurred of the actual work involved.

The level of Survey Charge will depend on whether or not the survey is required to be carried out during or out-with Standard Hours.

The standard charge (for meters up to and including 50mm) includes the recovery of the meter from the chamber where no excavation is required.

For meters greater than 50mm or where excavation is required i.e. non-standard, the charge is based on the Reasonable Costs Incurred.

6.7.4.2 Meter Reading Inaccurately

If the test results confirm the meter is not accurate to within 5%, no Survey Charge or testing fee will be charged by Scottish Water. Any refund or additional charges payable as a result of an inaccurate meter reading will be determined in accordance with the 1980 Act.

6.7.5 Abortive Visit Charges

For all metering services, Abortive Visit charges will apply when Scottish Water is prevented from undertaking a survey or any work and this is due to actions of either the Licensed Provider or the Customer or erroneous information provided by either the Licensed Provider or the Customer.

6.7.6 The Scale of the Charge

The following charges apply:

Metering Services

Meter Installation — at Licensed Provider's request where the Licensed Provider has agreed to pay for the installation before the work has been carried out

Survey Charge

Activity	Charge	Abortive Visit Charge
Survey during Standard Hours	£72.90 for the first hour on site plus £48.60 per hour thereafter	£60.80
Survey out-with Standard Hours	£97.50 for the first hour on site plus £64.90 per hour thereafter	£81.30
Survey requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Charge for installation

Activity	Charge	Abortive Visit Charge
Standard Installation	Refer to schedule of rates	Based on 1 hour 15 minutes of reasonable resources
Non-standard installation	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Changing a meter size

Survey Charge

Activity	Charge	Abortive Visit Charge
Survey during Standard Hours	£72.90 for the first hour on site plus £48.60 per hour thereafter	£60.80
Survey out-with Standard Hours	£97.50 for the first hour on site plus £64.90 per hour thereafter	£81.30
Survey requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Charge for changing a meter size

Activity	Charge	Abortive Visit Charge
Exchange Meter	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Replacing/Repairing a faulty/damaged meter within the boundary of a Supply Point – charges apply where the fault/damage was caused by actor omission of Licensed Provider or its Customer.

Activity	Charge	Abortive Visit Charge
Survey during Standard Hours	£72.90 for the first hour on site plus £48.60 per hour thereafter	£60.80
Survey out-with Standard Hours	£97.50 for the first hour on site plus £64.90 per hour thereafter	£81.30
Survey requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Charge for Replacing/Repairing a faulty or damaged meter

Activity	Charge	Abortive Visit Charge
Replace/repair meter	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Meter Accuracy Test (charge applies where meter is found to read accurately within 5%)

Activity	Charge	Abortive Visit Charge
Survey during Standard Hours	£72.90 for the first hour on site plus £48.60 per hour thereafter	£60.80
Survey out-with Standard Hours	£97.50 for the first hour on site plus £64.90 per hour thereafter	£81.30
Survey requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Charge for Meter Accuracy Test

Activity	Charge	Abortive Visit Charge
Standard Test for meters less 50mm and no excavation or access problems	£412.30	Based on 1 hour 15 minutes of reasonable resources
Standard Test for meters less 50mm requiring excavation or where there are access problems	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources
Standard Test for meters 50mm or larger / Non-Standard Tests	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

6.8 Development Services

Development in the form of household, business or industrial growth places demands on Scottish Water's assets and resources. To ensure the efficient use of these assets a series of development charges apply. These charges fall into three categories:

- a) Infrastructure charges,
- b) Services to construction sites; and
- c) Connection charges and inspection fees

With the creation of retail competition the route for securing these services varies depending on the nature of the development. The table below shows the various routes. The charges covered in this document relate to the services provided through Licensed Providers.

	Self-Build Houses	Commercial House Development	Non-Household Development
Infrastructure Charges	Direct from Scottish Water	Direct from Scottish Water	Secured through Licensed Provider
Services to construction sites	Direct from Scottish Water	Secured through Licensed Provider	Secured through Licensed Provider
Connection Charges and Inspection Fees	Direct from Scottish Water	Direct from Scottish Water	Secured through Licensed Provider

6.8.1 **Infrastructure Charges**

For new Supply Points or Supply Points which have not previously been connected to the Scottish Water water or waste water network you will have to pay an infrastructure charge for each new Supply Point connected to the public water mains and an infrastructure charge for each new Supply Point connected to the waste water system. Where sites are redeveloped, Infrastructure Charges will apply to each Supply Point that will exist at the end of the redevelopment.

In relation to business and industrial developments that comprise of a number of sub-units, such as a shopping centre, the infrastructure charges will apply to each of the sub-units within the development.

Scale of the Charge

Infrastructure Charges Business & Industrial	Unit	£ / per Unit
Water Infrastructure Charge	Per unit or sub-unit	£286.20
Sewerage Infrastructure Charge	Per unit or sub-unit	£286.20

6.8.2 Services to construction sites

Water supplies to a site, which is being prepared for development e.g. grouting, will be metered. Standard Water Volumetric Charges and Fixed Charges apply.

All other water for building work will be charged on an un-metered basis. Where a site is served by an existing meter the Licensed Provider must ensure a separate un-metered temporary connection is made.

Exemptions from water and sewerage charges under the Scottish Government Exemption Scheme do not apply to charges for services to construction sites.

6.8.2.1 Site Accommodation

Where the water and/or sewerage supply to site accommodation on a building site is fed from an un-metered mains supply, fixed and volumetric charges will apply. These charges will be in addition to any building water charges. Fixed Charges will apply based on the current 20mm meter based annual charges and the number of weeks the supply has been made available. Volumetric charges will be applied using the current metered volumetric charges and an assessment of the volume of water used. The assessment of the volume of water and sewerage used will be calculated using the following formulae:

Water: Number of people using site accommodation x Weeks On-Site x PCC⁴
Sewerage: Number of people using site accommodation x Weeks On-Site x PCC⁵ x 95%

6.8.2.1.1 The Scale of the Charge

Water Fixed Charge (£/wk)	£1.29
Sewerage Fixed Charge (£/wk)	£1.35
Volumetric Charges	Based on current metered volumetric charges

6.8.2.2 Water for Building Work – Commercial House Building

In addition to the services required for site accommodation (6.8.2.1) building water charges for water used in construction activities also apply.

A standard charge will be applied for the supply of water used in commercial house building, whether part of a development or a single property and this will depend on the type of house.

Scottish Water will charge the Reasonable Costs Incurred of providing and removing a water supply.

6.8.2.2.1 The Scale of the Charge

The following charges for building water will apply when used in the construction of houses:

Volumetric Charges	Based on current metered volumetric charges
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⁴ Per Capita Consumption (PCC) for Site Accommodation charges will be based on the procedure for calculating volume at re-assessed unmeasurable premises.
⁵ Per Capita Consumption (PCC) for Site Accommodation charges will be based on the procedure for calculating volume at re-assessed unmeasurable premises.

Building Water Charges

Type of House	£ / per House
Flat	£91
Semi Detached House/Terraced	£113
Detached	£145

Building Water Connection / Disconnection Charges

Activity	Charge	Abortive Visit Charge
Connection / Disconnection of water supply	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

6.8.2.3 Water for Building Work – Business & Industrial Developments

In addition to the services required for site accommodation (6.8.2.1) building water charges for water used in construction activities also apply.

The building water charge for the supply of water used in the building of business and industrial developments will be based on a percentage of the estimated cost reported in planning permission applications and building warrant approvals. The estimated cost is the total price of the contract less the value of any pre-mixed concrete.

Scottish Water will charge the Reasonable Costs Incurred of providing and removing a water supply.

6.8.2.3.1 The Scale of the Charge

The following charges for building water will apply when used in the construction of business and industrial Supply Points:

Development Criteria (based on construction costs)	% Applied
All traditional work with a contract price of up to £500,000 (exclude costs of ready mix concrete)	0.268% of the total estimated contract price
All traditional work with a contract price greater than £500,000 (exclude costs of ready mix concrete)	0.268% of the first £500,000 and 0.134% for the remainder of the total estimated contract price
All non-traditional work (exclude costs of ready mix concrete)	0.134% of the total estimated contract price

Building Water Connection / Disconnection Charges

Activity	Charge	Abortive Visit Charge
Connection of water supply	Refer to 6.8.3.2	Refer to 6.8.3.2
Disconnection of water supply	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

6.8.3 Water Connection Charges

Scottish Water will undertake all connections to the Public Water Supply System in compliance with construction standards set out in Water for Scotland.

If the Communication Pipe has an outside diameter of less than or equal to 32mm, and where the connection is not to a Trunk Main, a standard charge will apply based on the labour and materials required to complete the pipe-laying work only for connection to the Public Water Supply System. The Licensed Provider will be responsible for:

- a) Arranging all excavation work (or providing suitable ducts, or both);
- b) Filling in and reinstating the footpath and road; and
- c) Providing all materials (other than those required for pipe-laying) including water toby (external stopcock) or meter chamber.

In relation to providing additional connections to existing premises, for example refurbishment, the Licensed Provider is responsible for all internal pipework arrangements.

If the Communication Pipe has an outside diameter greater than 32mm, or if the connection is to a Trunk Main, Scottish Water will charge the Reasonable Costs Incurred of actual work involved.

Water Connection Charges involving connections to commercial house developments, i.e., where the development is exclusively households, will be billed to the developer directly by Scottish Water.

Water Connection Charges for tie-ins at mixed development (households and commercial) will be allocated by Scottish Water between the housing developer and the Licensed Provider of the developer of the commercial development.

The cost of installing a meter is included within the Water Connection Charges.

6.8.3.1 Changes to Water Connection Charges

There may be occasions when Scottish Water is required to review Water Connection Charges where circumstances change. This may be where:

- The work carried out by Scottish Water is delayed for reasons beyond its control;
- Scottish Water has introduced a new set of charges before the Licensed Provider confirms that they have laid their internal supply pipework;
- The work carried out by Scottish Water has to be done outwith normal working hours; or
- The Licensed Provider has not laid the internal supply pipework within three months of Scottish Water having set the charge.

6.8.3.2 Scale of the Charge

	Part 2 (Non-Trunk Main)	Part 3 (Trunk Main)	Abortive Visit Charge
Connection to Live Water Mains (32mm outside diameter and below)	£267.00	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources
Connection to Live Water mains >32mm outside diameter	Reasonable Costs Incurred	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

6.8.4 Inspection Charges

An Inspection Charge will apply where Scottish Water is required to approve a water connection where the Licensed Provider has made the water connection to a self lay main constructed by agreement with us in accordance with Water for Scotland guidelines.

An Inspection Charge will apply where Scottish Water is required to approve a sewerage connection where the Licensed Provider has made the sewerage connection.

Inspection Charges involving connections to commercial house developments, i.e., where the development is exclusively households, will be billed to the developer directly by Scottish Water.

6.8.4.1 Scale of the Charge

	Inspection	Abortive Visit Charge
Water Connection Inspection (per connection)	£44.40 (per connection)	Based on 1 hour 15 minutes of reasonable resources
Sewerage Connection Inspection (per connection)	£44.40 (per connection)	Based on 1 hour 15 minutes of reasonable resources

6.9 Provision of information

Scottish Water receives enquiries about the location of its services from a range of organisations and individuals and for a range of purposes. In some instances charges will apply, in other circumstances charges will not apply.

When charges will not apply

- Plans can be inspected given three hours notice in advance. Three working days is required notice if several sets of plans need to be made available. There is no charge for inspecting plans at Scottish Water offices.
- Scottish Water will not charge Licensed Providers who ask for copies of plans showing the location of Scottish Water assets on Supply Points registered to them.

- There is no charge if the plans requested are to allow Scottish Water’s pipelines and other assets to be located to avoid damage during site investigation works, excavation or other activities or to minimise potential safety and operational issues.
- Local Authorities, Statutory Undertakers or in relation to enquiries regarding prospective 29E departures.

When you will need to pay

- Charges will apply when Licensed Providers request copy plans of asset locations on land that is not registered to them.
- Scottish Water will make a charge for any other administration or consultation for this type of service, such as site visits or advice while inspecting plans.

VAT will be chargeable at the applicable rate in line with HMRC regulations.

6.9.1 Scale of the Charge

Activity	Charge	Abortive Visit Charge
Provision of information	£41.90 (per enquiry)	
Visit during Standard Hours (Single Person Service) - services and/or meter details are as specified	£72.90 for the first hour on site plus £48.60 per hour thereafter	£60.80
Visit out-with Standard Hours –(Single Person Service) services and/or meter details are as specified	£97.50 for the first hour on site plus £64.90 per hour thereafter	£81.30
Visit requiring additional resources (irrespective of time) when services and/or meter details are as specified	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

6.10 Fire hydrants

Installation of a Fire Hydrant at the request of a Licensed Provider

Section 22 of part 5 of the Water Scotland Act 1980 (as amended) provides legislation for Scottish Water to install fire hydrants at the request and expense of a third party other than the Fire Brigade.

Where such a request is received from Licensed Providers the following charges will apply:

- a Survey Charge to determine, if the installation of a fire hydrant is appropriate, viable; and, where viable, the likely cost of the installation; and
- the Reasonable Costs Incurred of the actual work involved .

Survey Charge

Activity	Charge	Abortive Visit Charge
Survey during Standard Hours	£72.90 for the first hour on site plus £48.60 per hour thereafter	£60.80
Survey out-with Standard Hours	£97.50 for the first hour on site plus £64.90 per hour thereafter	£81.30
Survey requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Charge for installing fire hydrant

Activity	Charge	Abortive Visit Charge
Install Fire Hydrant	Based on quotation	Based on 1 hour 15 minutes of reasonable resources

Replacing/Repairing a faulty/damaged Fire Hydrant which has been installed at the request of a Licensed Provider.

Survey Charge

Activity	Charge	Abortive Visit Charge
Survey during Standard Hours	£72.90 for the first hour on site plus £48.60 per hour thereafter	£60.80
Survey out-with Standard Hours	£97.50 for the first hour on site plus £64.90 per hour thereafter	£81.30
Survey requiring additional resources	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Charge for Replacing/Repairing a faulty or damaged fire hydrant

Activity	Charge	Abortive Visit Charge
Replace/repair fire hydrant	Reasonable Costs Incurred	Based on 1 hour 15 minutes of reasonable resources

Appendix 1 Definitions and Acronyms

Allocated Tranche	This is the volume of water (or sewerage) that is included within the meter based annual charges. Effectively a volumetric rate of 0p is applied to the volume in the Allocated Tranche.
Assessed meter size	Meter Size used to calculate wholesale charges at Supply Points which remain un-metered following Scottish Water's meter installation programme.
Assessed volume	Consumption used to calculate wholesale charges at Supply Points which remain un-metered following Scottish Water's meter installation programme.
Assigned meter size	Meter Size, assigned as 20mm used to calculate wholesale charges at Supply Points, which remain un-metered following Scottish Water's meter installation programme but which have been subject to re-assessment..
Assigned volume	Consumption used to calculate wholesale charges at Supply Points which remain un-metered following Scottish Water's meter installation programme but which have been subject to re-assessment.
Business Day	Any day other than a Saturday, a Sunday or a bank holiday in Scotland under the Banking and Financial Dealings Act 1971.
Capacity Volume	This is the volume to which the Capacity Volume Charge applies. The Capacity Volume is the Capacity Volume Threshold less the Allocated Tranche.
Capacity Volume Charge	This is a charge that is applied to the Capacity Volume.
Capacity Volume Threshold	This is the volume, unique for each meter size, at which the Capacity Volume Charge ceases to apply.
Chargeable Volume	The volume of water and/or sewerage used in the calculation of water and/or Sewerage Charge.
Charges Scheme	Scottish Water's Wholesale Charges Scheme for water and Sewerage Services to Licensed Providers, as from time to time made by Scottish Water, and approved by The Commission, under Section 29A of the Water Industry (Scotland) Act 2002.
CMA	Has the meaning set out in the Market Code.
Communication Pipe	the pipe/connection from the boundary of the Supply Points to the public system.
Council Tax	Has the meaning set out in Section 70 (1) of the Local Government Finance Act 1992.
Cumulo Rateable Value	Has the meaning specified in Section 3.1.
Croft	Has the meaning set out in the Crofters (Scotland) Act 1993.
Customer	A Customer of a Licensed Provider, who is supplied with Water Services and/or Sewerage Services by that Licensed Provider.
Discharge Point	Has the meaning defined in the Market Code.
Eligible Premises	Eligible Premises under section 27 of the Water Services etc (Scotland) Act 2005.
Fiscal Year	Scottish Water's accounting period running from 1 st April to 31 st March.

Large User Volume Agreement	A written agreement between the Licensed Provider and its Customer which sets out the volumetric charge specified in Section 4.2.3, for the supply of water to the Supply Points of that Customer.
LCRA	The Local Council Regional Assessors who are the body responsible for determining the Rateable Value of a Supply Points.
Licensed Provider	Any person licensed to provide Water Services and/or Sewerage Services under the Water Services etc (Scotland) Act 2005.
Licensed Provider Portal	Accessed through the Scottish Water website this is the gateway to Scottish Water's wholesale services. You can use this site to request services and access useful information on our policies, practices and activities.
Market Code	The code designated as such by or under the Water Services (Codes and Services) Directions 2007 (or any other direction which amends, replaces or supplements, or is made in respect of substantially the same subject matter as that direction.
Physical Meter Size	The actual size of a water meter used in the measurement of the volume of water supplied to a Supply Points.
Property Drainage Charges	Has the meaning specified in Section 5.3.3.
Public Water Supply System	This term is defined in the Water Services etc (Scotland) Act 2005.
Public Sewerage System	This term is defined in section 29 of the Water Services etc (Scotland) Act 2005.
Rateable Value	The monetary valuation in £ of a Supply Points determined by the LCRA used by Scottish Water for the purposes of determining certain wholesale charges.
Reasonable Costs Incurred	Relates to the actual costs of the resources to be deployed including attributable overheads. Charges calculated using this approach will use one hour as the average travel time in addition to the on-site time.
Re-assessed meter size	Meter Size based on Re-assessed volume, for Supply Points which remain un-metered following Scottish Water's meter installation programme but which have been subject to re-assessment.
Re-assessed volume	Consumption used by Scottish Water to determine the assigned volume for Supply Points which remain un-metered following Scottish Water's meter installation programme but which have been subject to re-assessment.
Roads Drainage Charges	Has the meaning specified in Section 5.3.4.
Scottish Water	A body corporate established under section 20 of the Water Industry (Scotland) Act 2002.
Sewerage Charge	Has the meaning specified in Section 5.3.
Sewerage Services	Making arrangements for, or in relation to the provision of sewerage to, or the disposal of sewage from, the Supply Points of another person through the Public Sewerage System.
Standard Hours	8am to 6pm on Business Days.
Supply Point	Has the meaning defined in the Market Code. Water and Sewerage Supply Points are defined analogously.

Tariff Meter Size	The size of a water meter used to determine the fixed water and/or Sewerage Charge to Licensed Providers for water and/or Sewerage Services supplied to a Supply Points through a water meter.
The 1980 Act	Refers to the Water (Scotland) Act 1980.
The 2002 Act	Refers to the Water Industry Scotland Act 2002.
The 2005 Act	Refers to the Water Services etc. (Scotland) Act 2005.
The Commission	The Water Industry Commission for Scotland established under Section 1 of the 2002 Act.
Trade Effluent	Means any liquid, either with or without particles of matter in suspension therein, which is wholly or in part produced in the course of any trade or industry carried on at trade Supply Points, including trade waste waters or water heated in the course of any trade or industry and, in relation to any trade Supply Points, means such liquid as aforesaid which is so produced in the course of any trade or industry carried on at those Supply Points.
Trade Effluent Charge	Is defined within Section 5.4.
Trade Effluent Services	The meaning of "Trade Effluent Services" is set out in section 20 (15) of the Water Services etc. (Scotland) Act 2005.
Trunk Main	A public water supply pipe connected to a water treatment works or water service reservoir.
Water Charges	Has the meaning specified in Section 4.2.
Water Services	Making arrangements for or in relation to the supply of water to the Supply Points of another person through the Public Water Supply System.
Wholesale Services Agreement	An agreement between Scottish Water and a Licensed Provider, setting out the terms and conditions of the relationship between the parties, as required by section 16 of the Water Services etc. (Scotland) Act 2005.

Appendix 2 Water Resale

What does water re-sale mean if you are a householder?

If you don't receive a bill for your water and waste water services in your home direct from Scottish Water or through your Council Tax bill this may be because your landlord, factor or mobile-home site owner (known as the water re-seller) receives the overall bill and they may then charge you for these services.

If your landlord or factor receives the bill for water services direct they may then charge you for your share of these services. This is known as water re-sale and there are rules that the re-seller (who could be your landlord or factor) has to comply with. The rules are designed to ensure that you are treated fairly by limiting the amount that you can be charged.

What does water re-sale mean if you are a water re-seller?

The introduction of retail competition in the water industry in Scotland for businesses means that all non-household properties now receive a bill direct from their chosen Licensed Retailer.

As a water re-seller you may wish to pass these charges onto your individual households/tenants and if you do re-sale rules will apply. These rules are there to provide you with information and guidance on charging for water and waste water services.

When do re-sale rules apply?

The rules apply when a water re-seller bills you direct at your main residence for the water and waste water services that you receive, rather than you being billed from Scottish Water or through your Council Tax bill.

Are there circumstances when the rules don't apply?

The water re-sale rules do not apply if charges passed on are in relation to:

- holiday homes,
- second homes,
- private services (water and/or waste water),
- businesses, or
- to any supply of water used for non-domestic purposes as defined in the Water (Scotland) Act 1980.

What are the water re-sale rules?

If you are a water re-seller you can recover no more than the value of the water and waste water invoices you receive from your Licensed Retailer plus administration¹ charges which are also capped.

To invoice for water services a re-seller must:

- decide on a method of allocating the invoices across all supplied properties (households and non-households) including, where appropriate, identification of how services used by the re-seller are dealt with.
- advise each affected householder of the chosen method and provide examples of how the calculations will be undertaken, including scenarios dealing with a changes in circumstances such as changes in occupancy or vacant properties.
- advise each affected householder of the administration charges that will apply.

The administration charges are:

- for affected households that do not have a private meter – not more than £5.20 per year.
- for affected households that have a private meter – not more than £10.30 per year.

For each invoice the re-seller must, provide a summary to each affected householder, which demonstrates that the invoices have been allocated correctly within the rules and that the sum of the bills is greater than the invoice only by the sum of the administration charges (refer to example shown in Appendix 2A).

The methods available to re-sellers for allocating invoices across properties include, but are not limited to, one or more of the following:

- the number of households,
- the volume of water through each private meter,
- the number of people in each household,
- the Council Tax band of each household,
- the total floor space of each household, and
- the number of bedrooms in each household.

Can re-sellers provide a better deal?

Competition in the water industry in Scotland will mean re-sellers have the opportunity to choose which Licensed Retailer to buy water and wastewater services from. These benefits of a competitive market will in turn be passed on to the householder/tenant, therefore it is important that re-sellers should be aware of all the options.

Re-sellers are required to test the market regularly and to keep a record of the apparent benefits of switching in order to make an informed decision of whether or not to change Licensed Retailers. Records should be made available to householders/tenants on request.

If householders believe they can get a better deal they should contact their re-seller. Householders can seek a Court Action if the re-seller has not or cannot provide records to show they have tested the market.

What if a householder thinks they are being charged incorrectly?

The re-seller must make information available to householders/tenants about how each individual bill has been calculated. If a householder thinks they are being charged incorrectly then this is a private matter between the householder and the re-seller. Scottish Water cannot become involved in any disputes between the householder and the re-seller.

If the householder thinks they have been overcharged they should firstly bring the matter to the attention of the re-seller. If the householder has paid the bill and then realises that they have been over-charged, and the re-seller does not provide a rebate, they can take the re-seller to the civil courts to recover the amount of overpayment.

If householders find themselves in this position they may wish to consult a local Citizens Advice Bureau or solicitor for advice.

¹The administration fee is designed to deal with the administration costs to the re-seller of sub-dividing the water and waste water invoice between households/tenants, plus the cost of maintaining the water meter(s)

Definitions:

“**affected householder**” means where a contractual arrangement for water resale is in place the person responsible to the re-seller for payment and in the absence of any contractual arrangement the person having the benefit of the use of the water resold.

Appendix 2A

The following example shows how a re-seller could demonstrate to all the affected householders within their development that the water and waste water invoices have been allocated correctly.

This example is based on a development comprising of an office on the ground floor and 6 flats above.

The office and 4 of the flats are supplied through private meters that identify the volume of water used which is recorded in the office and each flat. The two remaining flats are unmetered. The owner of the office receives invoices for the complete development and therefore is the re-seller to the other 6 premises.

Water and waste water invoice total = £1,200 for a 3 month period. This is made up of £350 in fixed charges and £850 in volume related charges based on the amount of water used.

The volume recorded on the main meter serving the complete development is 850 units and the retail rate is £1 per unit.

The total volume recorded for the 3 month period of 850 is then broken down using the volumes recorded on the individual private water meters serving the property; 400 units for the office, 75 units each for 2 of the metered flats and 50 units each for the other 2 metered flats. The remaining balance which is unaccounted for (200 units) is then shared equally between the remaining unmetered flats.

The re-sellers stated allocation method for calculating individual bills is:

Fixed charges – shared equally across each property within development.

Volume charges – where the overall development is metered, the volume charges element can be calculated on the volumetric rate recorded on the private meter for the household/tenant. Any remaining balance of the volume charges will be shared equally between unmetered households.

Annual Administration charges are applied quarterly. The annual charge is £10.30 per metered property and £5.20 if no meter.

	Volume	Fixed charges	Volume Charge	Admin.	Total Bill
Volume reported on water and waste water invoices	850 units	£350	£850 = 850 units @ £1 per unit		
Office – metered	400 units	£50	£400	£2.58	£452.58
Flat 1 – metered	75 units	£50	£75	£2.58	£127.58
Flat 2 – metered	75 units	£50	£75	£2.58	£127.58
Flat 3 – metered	50 units	£50	£50	£2.58	£102.58
Flat 4 – metered	50 units	£50	£50	£2.58	£102.58
Total volume of sub-meters	650 units				
Unallocated volume	200 units				
Flat 5 Unmetered	allocated 100 units	£50	£100	£1.30	£151.30
Flat 6 Unmetered	allocated 100 units	£50	£100	£1.30	£151.30
Total recovered		£350	£850	£15.50	£1,215.50

Total paid for development

Fixed Charges	£350.00
Volume Charges	£850.00
Water and Waste Invoice	£1,200.00
Administration	£15.50
Total Paid for Development	£1,215.50

Appendix 3 Wholesale Meter Installation Charges - From April 2010

Meter Installation Standard Charges	15mm	20mm	25mm	30mm	40mm	50mm	80mm	100mm	150mm
Internal fit	£196.15	£200.06	£234.19	£289.82	£457.24	£567.48	£659.48	£807.04	£849.96
External fit in existing chamber (no dig-up)	£206.32	£216.23	£250.36	£305.99	£489.41	£599.65	£691.65	£839.21	£882.13
External fit, dig-up & rebuild chamber in verge	£522.53	£535.75	£649.88	£705.51	£706.36	£848.77	£958.98	£1,106.53	£1,149.46
External fit, dig-up & rebuild chamber in surfaced footpath	£671.07	£684.29	£798.42	£887.16	£920.17	£1,062.58	£1,205.89	£1,321.27	£1,396.37
External fit, dig-up and rebuild chamber in surfaced road	£969.61	£982.83	£1,096.96	£1,202.24	£1,260.46	£1,453.29	£1,563.50	£1,753.74	£1,854.04
External fit, No Dig + MSM meter in verge	£169.94	£179.85	£189.72	n/a	n/a	n/a	n/a	n/a	n/a
External fit, dig-up & install ebco box + MSM meter in verge	£490.36	£503.57	£617.71	n/a	n/a	n/a	n/a	n/a	n/a
External fit, dig-up & install ebc + MSM meter in surfaced footpath	£671.07	£684.29	£798.42	n/a	n/a	n/a	n/a	n/a	n/a
External fit, dig-up & install ebco +MSM meter in road	£707.45	£720.67	£834.81	n/a	n/a	n/a	n/a	n/a	n/a
Replace mechanism in helix meter in-situ	n/a	n/a	n/a	n/a	n/a	£162.82	£166.96	£171.00	£193.97
Additional for downsizing one step size	£0.00	£125.72	£125.72	£125.72	£125.72	£136.98	£352.53	£390.45	£436.41